



## **Grimentz – Les Vieux Chalet**

### **Self-Catered Accommodation**

#### **IMPORTANT FINAL INFORMATION**

For further information please contact us by EMAIL only on [info@mountanheaven.co.uk](mailto:info@mountanheaven.co.uk)

##### 1. Arrival (4pm onwards)

We welcome arrivals at your apartment from 4 p.m. onwards. If you are arriving earlier we will endeavour to store luggage but accept no liability for loss or damage. If you are arriving after 8pm we will arrange for the keys to be left for you. In all cases please text/telephone our catered chalets hosts Carolyn and Neil Ross Jones who also look after our self-catered on the following telephone number 00 41 (0) 762751418 to arrange the key handover .

##### 2. Bedding etc.

You are provided with sheets and towels but please note that in common with all other ski companies beds are NOT made upon arrival. For those with young children please note that if there is any danger of bed wetting you must bring your own waterproof cover and spare sheets. If soiling occurs we must replace the whole mattress and slats and the amount will be deducted from you deposit.

##### 3. Departure

On the day of departure apartments must be strictly vacated by 10 a.m. We expect the apartment to be left clean and tidy at the end of your stay. We will make a charge of £60 for an apartment with 2 bedrooms and £80 for one with 4 bedrooms if we consider the apartment is left in an unacceptable state. Please arrange the key handover with the chalet hosts upon arrival. Note as the doors have security locks if any keys are lost then a charge will be made to replace all of the locks and in addition if the garage electronic door fob is lost this will cost £100 to replace.

##### 4. Lift Passes

Unfortunately we are unable to yet offer a lift pass collection service, however the lift pass office is less than 5 minutes from the apartments and our chalet hosts will direct you

##### 5. Car Parking

There is one space for no 7 on the outside of the property (although this is not currently marked) and there is one space in the underground car park, there is one underground space for apartment number 2. However you must NOT park in marked private spaces above or underground as your car will be clamped or towed. There is then ample free parking in large public car parks only minutes away from the chalet

##### 6. Deposits

Please note that as per our terms and conditions a deposit of £300 is agreed and if we find it necessary to make a deduction this will be done via the card last used to pay for your accommodation.

#### 7. Ski Lessons

Please pre-book (especially during busy weeks) for the International Ski School we can pre-book these for you but for the Swiss Ski School please pre book online via our website this can be found under resorts, Grimentz, prices, lessons.

#### 8. Ski Hire

Please pre-book in order to guarantee availability and also to obtain a significant discount, this can be done via the online web link to Val Sport in the village please see prices then ski equipment and then Grimentz and follow the Ski Set link.

#### 9. Ski Hosting

Please let our chalet hosts know if you want to participate. Hosting is merely showing you around the area, it is NOT instruction or guiding and you take part at your own risk and we accept no liability for any accidents occurring. Only experienced blue piste skiers and above please. Ski hosting cannot be pre-booked.

#### 10. Car Hire

Please ensure that you carefully check the car before accepting it, ensure that you understand which insurances you have signed for and have the appropriate winter equipment in the cars. Upon return please ensure that you refill to avoid fuel charges.

#### 11. Transfers

Please note that we only act as agents on behalf of transfer companies thus any complaints must be directed to those companies and not us. Please also note you are responsible for all extra charges e.g. additional waiting time charges should your flight be late. In addition please note that whilst both Mountain Heaven Ltd and the transfer companies allow considerable time for the transfers they cannot be responsible for unforeseen events such as accidents that delay the minibuses and hence may mean that the flights are missed as these events are counted as force majeure events.

#### 12. Other Information

For our self-catered operation we are pleased to be able to offer this year a full range of pre-booked services that include shopping arranged for you, pre prepared meals delivered to your door, in house dining services and a whole host of other services. This is arranged via our partner in the Village an English company called Valet D'Anniviers please see their website at [www.valetdanniviers.com](http://www.valetdanniviers.com)